Secure Cloud Storage: Customer Guide

Health Information Technology (HIT) is now offering the convenience of **Secure Cloud Storage** to store, sync, and share data files for employees of The University of Virginia Health System.

This document includes:

A. **An Introduction to the HIT Secure Cloud Storage:** Dropbox and Sookasa
B. **Installation and Account Setup of the Secure Cloud Storage**
C. **Self-Service Password Reset & Additional Help**

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A. An Introduction to the HIT Secure Cloud Storage: Dropbox and Sookasa

The **Secure Cloud Storage** solution consists of two components that work together:

Dropbox	This component provides the actual cloud storage space for your data and file sharing. You can access your Cloud Storage account via: **Primary _Recommended_ Access Method**: The Dropbox and Sookasa **Desktop** applications are best for both Health System and non-Health System computers. **Secondary Access Methods** at the UVA Medical Center and Remotely • Via the Internet: https://www.dropbox.com https://www.sookasa.com • Mobile device applications (IPhone/IPad Application or Android Phone/Tablet Application)
Sookasa	This component is an integrated _secure_ enhancement that is accessed as a **folder** _within_ your Dropbox Account. **IMPORTANT**: Your Sookasa folder is a _HIPAA Compliant,_ **encrypted** folder that is specifically designed for the storage of <u>all</u> sensitive information, including any _Protected Health Information_ (PHI) and _Personally Identifiable Information_ (PII) that you wish to store in your Secure Cloud Storage Account.

Security Questions? mccsecurity@hscmail.mcc.virginia.edu

**IMPORTANT**: To comply with federal law (such as HIPPA) and Medical Center policies, be sure to store all sensitive data (including PHI & PII) in your Sookasa folder within your Dropbox account.

B. Installation and Account Setup of the Secure Cloud Storage Solution
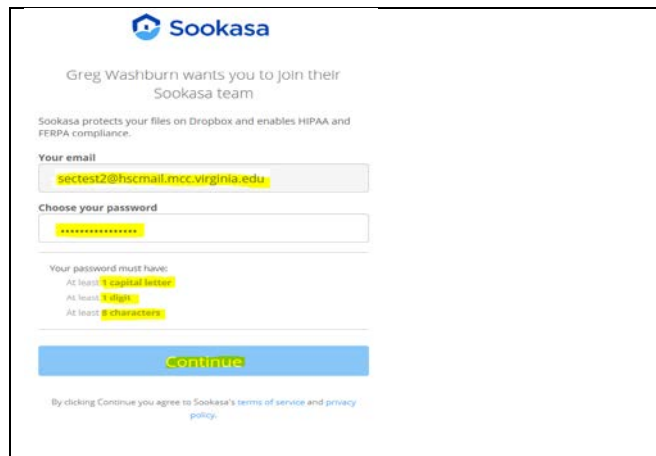**This is a four step process.**

Step 1: Creation of your Health System Sookasa Account:

a. In your Health System *HS email account, open the Sookasa invitation email and click on
    Join UVa Health System's team:
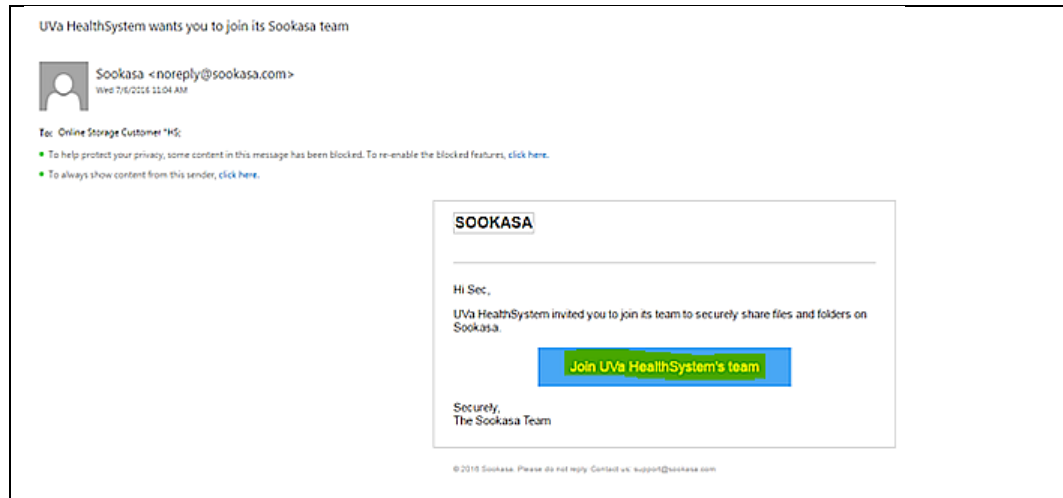
b. An Internet browser window will automatically open:

- Verify that your *HS email is correct
- Create a password that satisfies the following requirements:
    - ➢ *At least 1 capital letter*
    - ➢ *At least 1 digit*
    - ➢ *At least 8 characters*
- Click ***Continue***

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IMPORTANT: ***To comply with federal law (such as HIPPA) and Medical Center policies, be sure to store
all sensitive data (including PHI & PII) in your*** Sookasa ***folder within your*** Dropbox ***account.***

c. On the next screen, complete with your personalized **Basic Information** and click *Continue*:

Your Sookasa Account has now been created. Please exit out of any further Sookasa installation screens or software downloads.

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IMPORTANT: To comply with federal law (such as HIPPA) and Medical Center policies, be sure to store all sensitive data (including PHI & PII) in your Sookasa *folder within your* Dropbox *account.*

Step 2. Creation of your Health System ![Dropbox] Account:

a. In your *HS email account, open the ![Dropbox] Invitation email and click on *Join Your Team*:
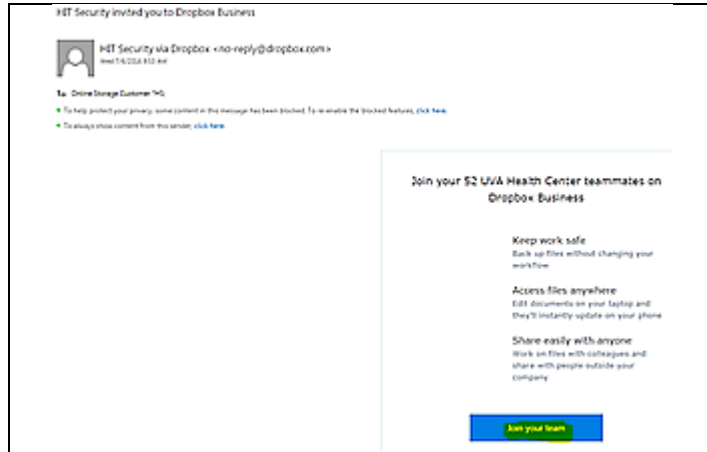
b. An Internet browser window will automatically open:

- Verify that your *HS email is displayed correctly
- Type in your *First Name/Last Name &* Create a password of your choosing
- Check the **I agree to the Dropbox terms** checkbox & Click on **Create Account**
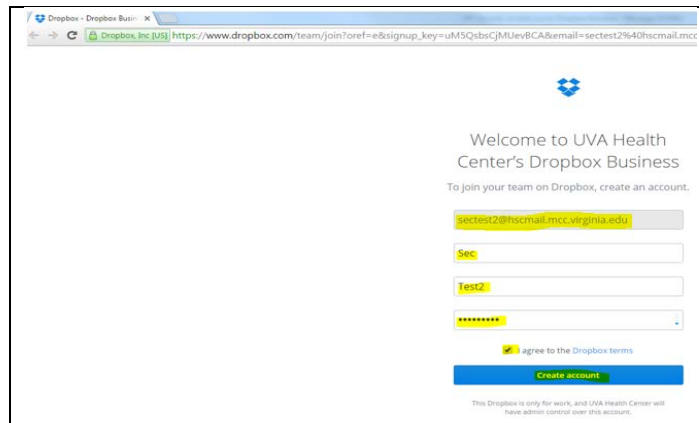
Your ![Dropbox] Account has now been successfully created.

Please exit out of any further Dropbox installation screens or software downloads.

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IMPORTANT: *To comply with federal law (such as HIPPA) and Medical Center policies, be sure to store all sensitive data (including PHI & PII) in your ![Sookasa] folder within your ![Dropbox] account.*
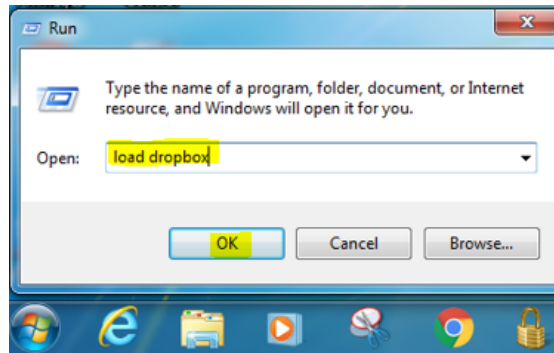
Step 3: Health System Computer Software Installation and Account Login:

IMPORTANT: This installation will require a reboot of your computer. Please save your work and close all open applications before proceeding.
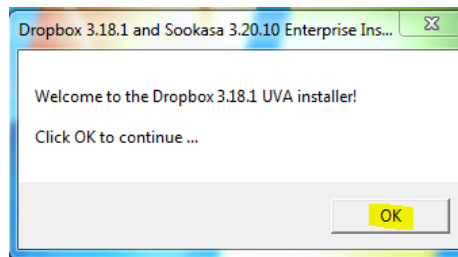
a. Click on the Windows Icon located at the bottom left corner then type **run** in the *Search Programs and Files* search box:
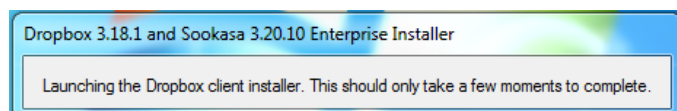
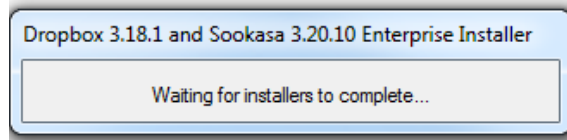b. Type **load dropbox** in the *Run* pop-up window and click *OK*
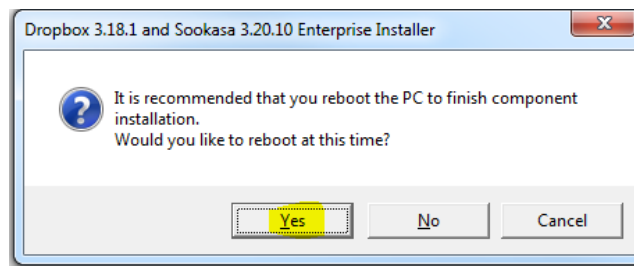
c. Click *OK* on the installer window:

The Dropbox and Sookasa software will begin installing:

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IMPORTANT: To comply with federal law (such as HIPPA) and Medical Center policies, be sure to store all sensitive data (including PHI & PII) in your Sookasa *folder within your* Dropbox *account.*
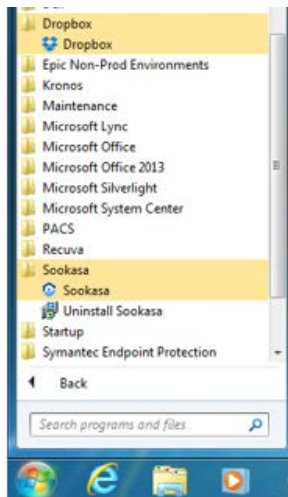
d. Click on Yes to reboot (Remember to save any open work before proceeding):

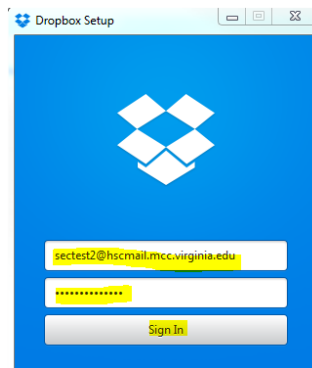e. After reboot, verify that the Dropbox and Sookasa software has been installed by clicking on *Windows Icon* /All Programs:

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IMPORTANT: To comply with federal law (such as HIPPA) and Medical Center policies, be sure to store all sensitive data (including PHI & PII) in your Sookasa folder within your Dropbox account.

f. Log into your [Dropbox] Account on your Health System Computer:

- Navigate to the Dropbox Application: Windows Icon [icon]/All Programs/Dropbox
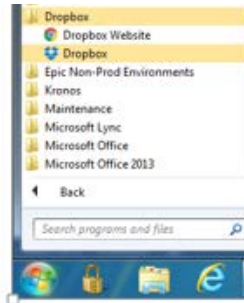
- Sign into Dropbox with your newly created Logon and Password and select **Sign In**:

- Click on Open my Dropbox folder

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IMPORTANT: To comply with federal law (such as HIPPA) and Medical Center policies, be sure to store all sensitive data (including PHI & PII) in your [Sookasa] *folder within your* [Dropbox] *account.*

- Your Dropbox account now appears as a folder in your Health System computer's Windows Explorer:
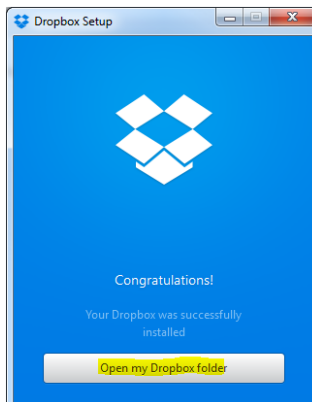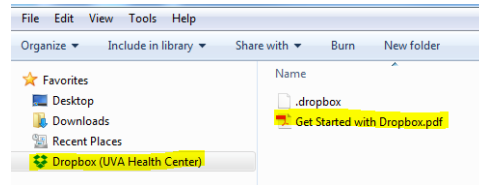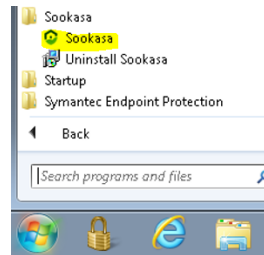

g. Log into your **Sookasa** Account on your Health System Computer:

- Navigate to the Sookasa Application: Windows Icon /All Programs/Sookasa

- Sign into Sookasa with your newly created Logon and Password and select **Sign In**:
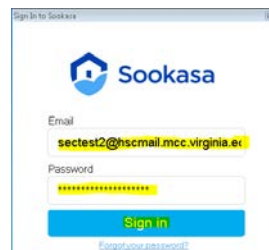
- Your Sookasa Account appears as a folder within your Dropbox Account in your Health System computer's Windows Explorer:

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IMPORTANT: *To comply with federal law (such as HIPPA) and Medical Center policies, be sure to store all sensitive data (including PHI & PII) in your* **Sookasa** *folder within your* **Dropbox** *account.*

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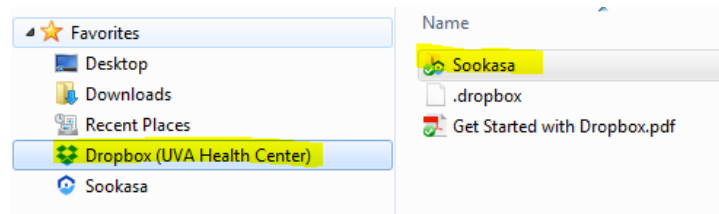
Step 4. Non-Health System Computer: Software Installation and Account Login:

NOTE: General guidance is below for installation on **_non_**-Health System computers (most likely your personal computer) and is **optional**. If you require _additional_ specific software installation assistance, please consult the [Dropbox] and [Sookasa] web sites or a 3rd party professional.

a. [Dropbox] **Installation & Account Login:**

- Download and Install the Dropbox software on your **non**-HS Computer: https://www.dropbox.com/install
- Run the newly installed Dropbox application.
- Sign into Dropbox with your newly created Logon and Password and select **Sign In**:

b. [Sookasa] **Installation & Account Login:**
- Download and Install the Sookasa software on your **non**-HS Computer
  - Windows Operating System Installation Software: http://cloud.sookasa.com/downloads/win

  - Macintosh/Apple Operating System Installation Software http://cloud.sookasa.com/downloads/mac

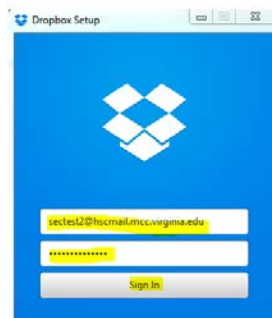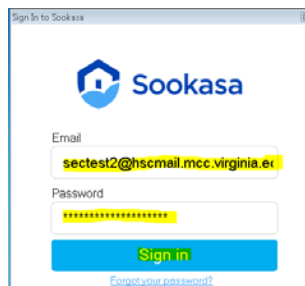- Run the newly installed Sookasa application on your **non**-HS computer.
- Sign into Sookasa with your newly created Logon and Password & select **Sign In**:

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**IMPORTANT**: To comply with federal law (such as HIPPA) and Medical Center policies, be sure to store all sensitive data (including PHI & PII) in your [Sookasa] _folder within your_ [Dropbox] _account._
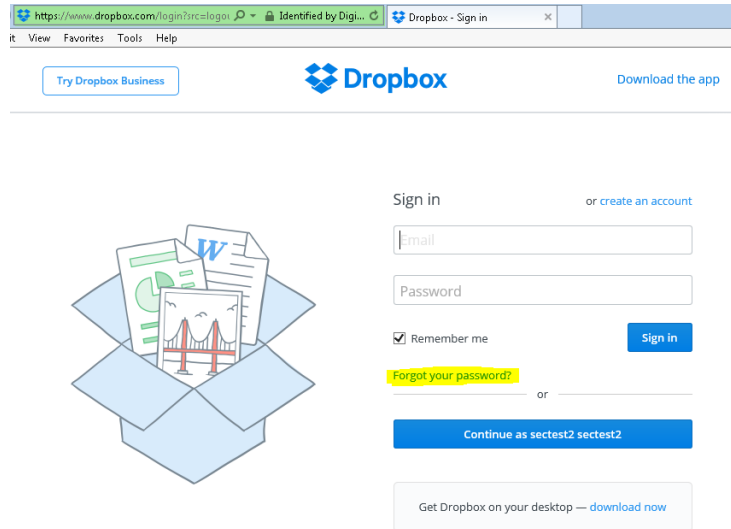
C. Self-Service Password Resets and Additional Help

 Dropbox

1. Self-Service Account Password Reset via '**Forgot your Password**' link:

    - https://www.dropbox.com

2. **Internet Access Logon via a Web Browser**:   https://www.dropbox.com
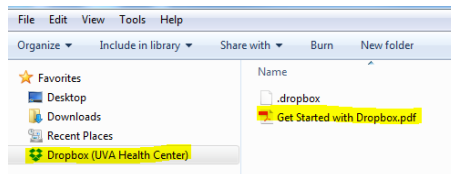3. **Dropbox Application for Mobile Devices:**
    - IPhone/IPad Apps located in the ITunes/App Store for Self-Installation
    - Android Phone/Android Tablet Apps located in GooglePlay/Play Store for Self-Installation
4. **General Help**: https://www.dropbox.com/help

5. **FAQ Documentation:**
    Review "*Get Started with Dropbox.pdf"* located in your Dropbox account to learn more about the use and many features of Dropbox.
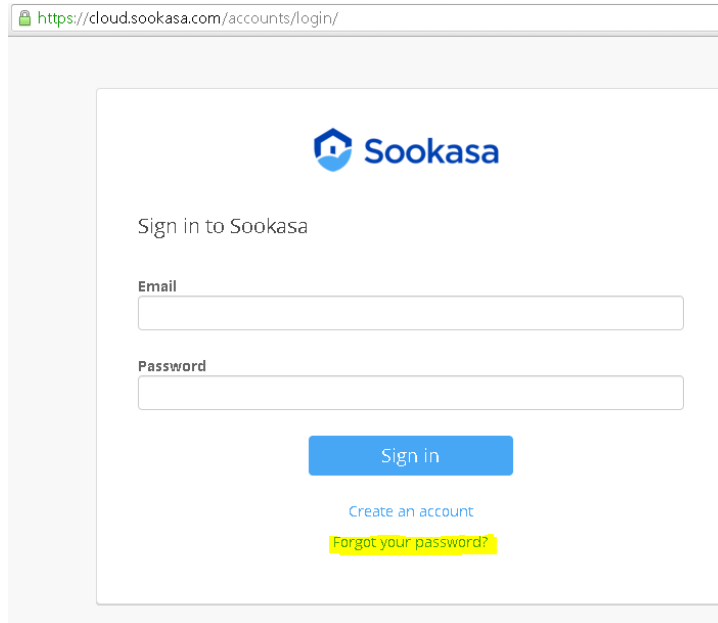   - How to Add Files to Dropbox
    - How to Send large files via a shared link
    - How to set up a Shared Folder

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IMPORTANT: To comply with federal law (such as HIPPA) and Medical Center policies, be sure to store all sensitive data (including PHI & PII) in your *folder within your* *account.*

Sookasa

1. **Self-Service Account Password Reset via 'Forgot your Password' link**:
   - https://cloud.sookasa.com/accounts/login/

2. **Internet Access Logon via a Web Browser:**
   - https://cloud.sookasa.com/accounts/login/

3. **Sookasa Application for Mobile Devices**:
   - IPhone/IPad Apps located in the ITunes/App Store for Self-Installation
   - Android Phone/Android Tablet Apps located in GooglePlay/Play Store for Self-Installation

4. **General Help**:
   - https://www.sookasa.com/frequently-asked-questions/

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